If a Module is not working,
Try These Steps:

JAVA and POP-UPS

When a module will not launch or does not launch with the navigation buttons, ensure that JAVA has been downloaded onto the computer and that the pop-up blocker is off. Below is the link to download JAVA.

http://www.java.com/en/download/index.jsp

TESTING THE ENVIRONMENT ON TRAIN

Periodically you will need to test the environment on TRAIN. This will also assist with the on-line modules functioning smoother.

The procedure is listed below:

1. **Go to your TRAIN account**
2. **Click "Help"**
3. **Click "Test Your Environment"**
4. **Click on the text "Run User Initiated Pop-up Blocker Test".**

NOTE: Items listed under "Automated Tests" and "Manual Tests" should show "Passed" at the end of them. If they do not show "Passed", please do a screen print of that page by holding down the "Ctrl" key and pressing the "PrtScr" key above the "Insert" key on the keyboard, paste it in an email and send to: steve.sieberts@ky.gov or hardin.stevens@ky.gov.

```
                    ***Internet Explorer***


You also need to make sure you have Java enabled for Internet Explorer.
Go to Start>Control Panel> Make sure you have selected Classic View,
and double click the Java Control Panel Icon.  Click Advanced>then
click the + sign next to Default Java for Browsers and make sure the
box is checked for Internet Explorer.
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